



"Express Mail" Label No. EV326935349US

Date of Deposit: May 18, 2005

PATENT

Attorney Docket No.: 20366-069210

I hereby certify that this is being deposited with the United States Postal Service "Express Mail Post Office to Address" service under 37 CFR 1.10 on the date indicated above and is addressed to:

Mail Stop RCE  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450  
By: Sara B. McPeak  
Sara B. McPeak

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of:

Benjamin E. Hansen et al.

Application No.: 09/660,785

Filed: September 13, 2000

For: **METHOD AND SYSTEM FOR  
ONLINE CALL MANAGEMENT**  
RECEIVING, ROUTING, AND DISPATCHING

Customer No.: 20350

Confirmation No. 7918

Examiner: Roland G. Foster

Technology Center/Art Unit: 2645

**AMENDMENT UNDER 37 CFR 1.116  
EXPEDITED PROCEDURE EXAMINING  
GROUP 2645**

05/23/2005 SSESHE1 00000029 09660785

03 FC:1202	200.00 DA
04 FC:1201	200.00 DA

Mail Stop RCE  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Please enter the following amendments and remarks as a submission under 37 C.F.R. § 1.114 as part of a Request for Continued Examination (RCE). Claims 1-4, 6-14 and 16-25 are currently pending. Please add new claims 26-31 presented below.

In response to the Final Office Action mailed January 13, 2005, and the Advisory Action mailed April 19, 2005, please amend the above-identified application as follows:

**A Listing of Claims** begins on page 2 of this paper.

**Remarks/Arguments** begin on page 8 of this paper.

05/23/2005 SSESHE1 00000029 09660785  
03 FC:1202 200.00 DA  
04 FC:1201 200.00 DA